



# Managing Matters

## **Change in the Workplace**

Participants will be introduced to a process for implementing change in the modern workplace following specific steps while also considering the human impact. Extra focus is given to resistance and communicating about change. **This class also incorporates principles and concepts covered in *Everything DiSC* and *Conflict Management*.**

### Course Objectives:

- Explain steps for effectively implementing change in a work setting
- Discuss human impact and considerations when implementing change
- Design a change management plan

### Course Content:

1. What is Change?
2. Recognizing Drivers for Change
3. What you need to know as you prepare for a change initiative
4. 6 Step Change Process
5. Resistance and Why Change Doesn't Work
6. Change vs. Transition – the human side of change

### Delivery Format:

- Mini lecture
- Small group exercises
- Independent activities
- Video Clip
- Small and large group discussions

### **NOTE:**

This course is one of the Common Management Issues courses that are delivered in order:

- **Everything DiSC Management (Parts 1 &2)**
- **Conflict Management**
- **Change in the Workplace**